

Start Time: 2026/06/08 17:27:56

End Time: 2026/06/08 17:41:58

Agents: Leon

Transcripts:

Agent Leon has joined the chat.

[2026/06/08 17:28:48] idorooms71@aol.com: hi Leon, could you explain further on the rule about one withdrawal per match bonus means?

[2026/06/08 17:29:37] Leon: Hi John, great to hear from you. I will be more that happy to help you. I will explain this in entirety in my next message.

[2026/06/08 17:29:47] idorooms71@aol.com: ok ty Leon

[2026/06/08 17:32:08] Leon: Each match bonus has wagering and could have max cash out restrictions. Once your wagering is completed and your live balance is more than \$100, you can initiate your withdrawal. Once your withdrawal has been initiated, you can initiate another win from the funds that are still in your live balance from this bonus. You will only be allowed to withdraw once from that bonus, regardless of whether there is a max cash out or not.

[2026/06/08 17:33:51] idorooms71@aol.com: so if I want to cashout better to just cashout the whole balance right away the first time..if the wagering is met doesn't that cancel out the bonus?

[2026/06/08 17:35:03] Leon: That is correct. To avoid your win from being cancelled, you should withdraw the entire amount as once. Once your bonus is completed, the coupon will fall away, however, it will be reviewed during the audit phase.

[2026/06/08 17:35:44] idorooms71@aol.com: so if the bonus fallw away, shouldn't the rule as well

[2026/06/08 17:36:11] Leon: No, because your win originated from that bonus. Your funds will be restricted to the bonus rules.

[2026/06/08 17:37:22] idorooms71@aol.com: ok doesn't make sense so lets say I won 5000 cashed only 1000 I could only get 1000?

[2026/06/08 17:38:39] Leon: In this case, should you cash out \$1000 and leave the balance in your account, you will be paid out \$1000 and the balance removed. You will not be able to claim another win with the \$4000.

[2026/06/08 17:39:25] idorooms71@aol.com: wow, thats amazinging bad

[2026/06/08 17:40:03] idorooms71@aol.com: why do you do this rule?

[2026/06/08 17:41:31] Leon: This is how the bonuses are set up by our Promotions team. Have I adequately answered your query?

[2026/06/08 17:41:54] idorooms71@aol.com: ok ty Leon for the info

The visitor has left the chat.

The chat is ended. (2026/06/08 17:41:59)